Get all your answers *quick* and *easy* @ umr.com

UMR ℠
A UnitedHealthcare Company

Everything you need to know about your spending account

You don't have time to dig through paperwork or wonder how much money you have left in your flexible spending account (FSA), health reimbursement account (HRA) or retiree reimbursement account (RRA). At **umr.com,** there are no hassles and no waiting – just the answers you're looking for, anytime, night or day.

Log in to umr.com to:

- File a claim online
- Upload receipts and track expenses
- View up-to-the-minute account balances
- View your account activity, claims history and payment history
- Download plan information, forms and notifications
- Add or update a direct deposit account

Getting started*

If you're already registered on **umr.com**, enter your username and password.
If it's your first time visiting us, click **Login/ Register** to set up your account online. Make sure you have your ID card handy and follow the steps to get started.

*PLEASE NOTE: If you *only* have an FSA or RRA with UMR, see the next page on how to register.

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Home

▼ myMenu
- Claims
- Benefits & coverage
- Account balances
- ID card
- Find a provider
- Pharmacy
- Health center

Got questions?
Chat live with a customer first team member.

Hello Cade Blank
Group number: 76888888 Member ID: 99934427

Your plans:
- Life
- Dental
- Long term disability
- Flex
- Medical

Medical plan details:
- Individual deductible: $500.00
- Family deductible: $1,000.00
- Individual out-of-pocket: $1,250.00
- Family out-of-pocket: $2,500.00

Vie

My taskbar

Verify your email address | Opt-in to paperless

Fictionalized data

Note: The images shown reflect available features within our desktop site. These features may or may not be available to all users, depending on your individual and/or company benefits.

How to register

Once you have selected **Login/Register** please follow the prompts and answer the questions to complete your registration.

- Accounts are in the enrollee's name only, so only the enrollee can register. You will need to indicate you are the member.

- You will need a member ID to register. If you are not the enrollee in a UMR medical or dental plan, your ID is included in your welcome letter. If you do not have this number, please contact our Customer Service Department to obtain the number.

When all screens and information have been completed, click **Continue** to complete your registration.
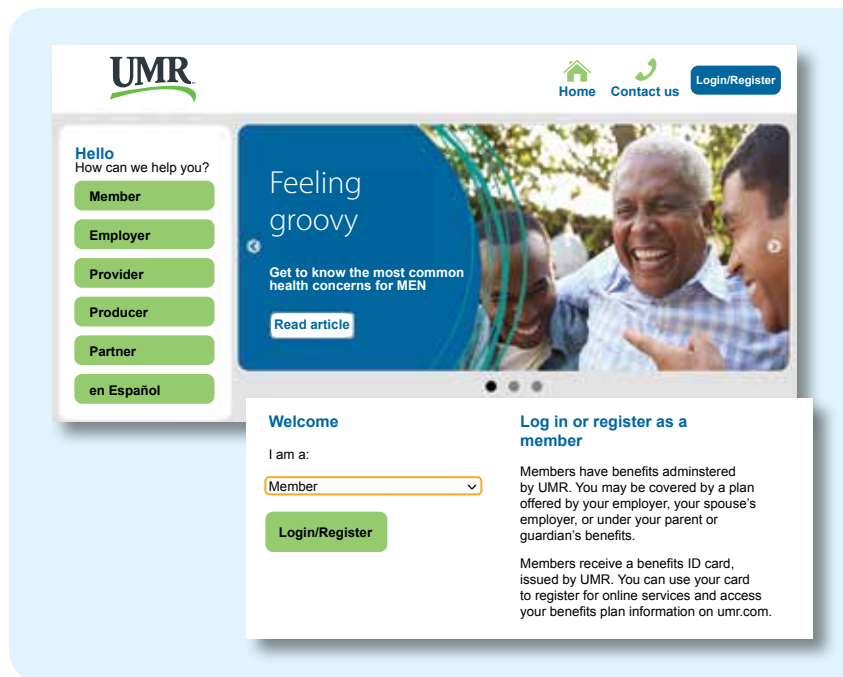
Locating your account details

After you have completed the registration steps or logged directly into your existing account, your home screen is displayed.

To view your information, select **Account balances** from **myMenu** and then select **Flexible spending account (FSA)*** or **Health reimbursement account (HRA)** as applicable. If you have more that one account, choose the account you would like to view.

Setting up direct deposit authorization

This service is only available if offered with your plan. To add, change or cancel a direct deposit account, select **Update my direct deposit** in the **I need to...** section.

Viewing your account

To view any account information, click the **green** button to be redirected to your online account administration page.

Fictionalized data
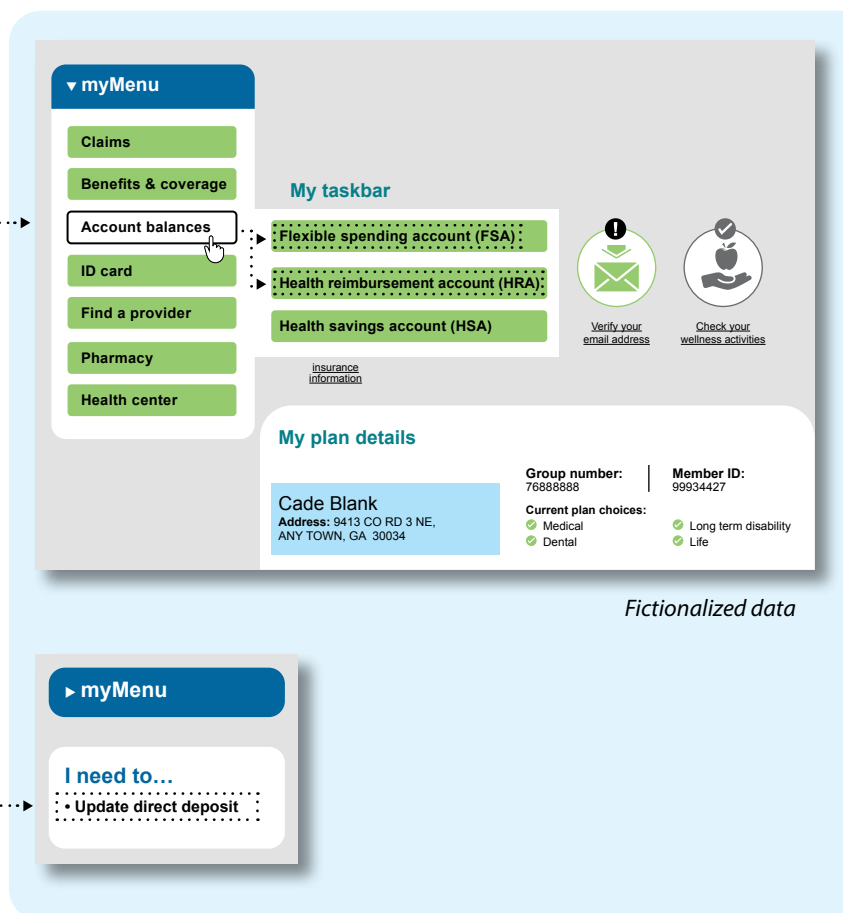
*Select the Flexible spending account (FSA) button to view parking and transportation if offered by your employer.

Your online account home page

The home page is easy to navigate:

The **Tasks** section displays alerts and relevant links that enable you to stay up-to-date on your accounts. Any pending and next projected payments can be found here.

You can navigate by hovering over the tabs at the top of the page.

Please note: Direct deposit information, found under the Profile tab, is for informational purposes only. You cannot add, delete or change your direct deposit information here. Direct deposit setup information can be found on page 2 of this guide.

How do I file a claim and upload a receipt?

1. From the home page, select **File a Claim**.

2. OR, hover over the **I want to...** option on any page and select **File a Claim**.

3. Under **Pay From**, please indicate the type of account you would like to be reimbursed from (medical, dependent care, parking or transportation). Please note: The accounts you are actually enrolled in will be listed.

4. Under **Pay To**, it will automatically list "Me," since these funds can be paid directly to you. After you select the **payee**, hit **Next**.

5. You will then have the opportunity to upload your supporting documentation. Click on **Upload Valid Documentation** and follow the instructions. Once uploaded, you will see the documentation listed and then hit **Next**.

6. The claim form will then be provided. Please complete the information for the claim and hit **Next**.

7. Once the claim information is completed, you will then see the **Transaction Summary** page. You can add another claim, save for later, or submit if finished.

   – If you select **Save for Later**, you will see a claim in your Claims Basket in the top right corner by your name. Click on this to return to your claims to remove, update, or submit the claim(s). (Please note: If you log out or leave the site, you will receive a message box informing you that you will lose your

transactions if you continue. If you click **Yes** and continue, your distribution information will not be saved and will need to be re-entered the next time you log in).

8. Once all claim information is entered, you will need to select that you agree to the Terms and Conditions and click Submit to ensure your claim is submitted for review.

9. Once you click this final **Submit**, the **Transaction Confirmation** page will display. Print the claim confirmation form as a record of your submission. If you did not upload a receipt, print another claim confirmation form to submit to UMR along with the proper documentation. OR, if a receipt is required, click **Upload Receipt** and the **Receipts Needed** screen will display.

   Please note: If you see a **Receipts Needed** link in the **Tasks** section of your home page, click on it to view a listing of claims requiring receipts.

UMR

Home   Dashboard   Accounts   Forms, Tools & Support   Profile   Message Center

Welcome
We're Making It Easy to Manage Your Healthcare Expenses

I Want To:

File a Claim

Accounts

PY 2020-01-01 – 2020-12-21 A		PY 2020-01-01 – 2020-12-21 A	
HSA ?	$825.00	HCA LP ?	$2,333.87
		DCA ?	$147.41
		TRN ?	$30.00
		DCA ?	$25.00

Fictionalized data

How do I view current account balances and activity?

1. For the current account balance only, the account balance will be listed under the **Accounts** section on the home page.

2. For an account summary that includes your current and prior years' account balance(s), click the **Accounts** tab.

3. For all account activity including claim, contribution and payment information, click the **Accounts** tab and select **Account Activity, Claims, or Payments** from the left menu. Filters can be set when viewing claims or payments if you only want to view certain records.

How do I view my payment (reimbursement) history?

1. From the home page, under the **Accounts** tab, select **Payments**. You will see reimbursement payments made to date, including debit card transactions.

2. Click on any payment to view additional details.

How do I view my claims history?

1. Under the **Accounts** tab, click **Claims**. Clicking on any specific claim will bring up additional information.

2. OR, from the home page, click the account name, and then click **Claims**.

How do I report a lost or missing debit card or request a new card?

1. From the home page, click the **Forms, Tools & Support** tab.

2. Under **How do I...** click **Report Lost or Stolen**. If you need to report your card lost or stolen, select **Report Lost/Stolen**. If you need to order additional cards, select **Order replacement**.

How do I submit my debit card documentation?

If you have outstanding transactions that needs supporting documentation, you will see that items are needed under the **Tasks** on the home page.

1. Click on the message(s). The transactions needing documentation will be listed.

2. Click on **Upload Receipt**, then browse for your documentation. Attach and click **Submit**.